

Report to the Successful Neighbourhoods Scrutiny and Policy Development Board – March 2009

Update on 101

1 Purpose of Report

1.1 To update Scrutiny and Policy Development Board on the 101 service.

2 Background

2.1 Introduction

2.2 101 (the Single Non Emergency Number) went live in Sheffield in June 2006.

2.3 The service is a partnership between Sheffield City Council and South Yorkshire Police to provide a 24/7 telephony access number for people to report antisocial behaviour and quality of life issues.

2.4 The service was initially funded by the Home Office as one of five pilots in the country to establish this new type of service. The Home Office funded its implementation and initial running costs and a significant and extensive evaluation process was undertaken to show the benefits and value that the service introduction added to the community.

2.5 101 deals with issues that cause concern to members of the public and their communities and though only has a limited initial scope has proved a life line for people who may not previously have reported issues to either the Council or Police.

2.6 The 101 service provides advice, information and action for the following issues:

- Vandalism, graffiti and other deliberate damage to property
- Noisy neighbours and noise nuisance
- Intimidation and harassment
- Abandoned vehicles
- Rubbish and litter, including fly tipping
- People being drunk or rowdy in public places
- Drug-related anti-social behaviour
- Problems with street lighting

2.7 **More information is available about the service at www.101.gov.uk**

- 2.8** When calling the service you speak to one of the highly trained 101 advisers, who will deal with enquiries, 24 hours a day, giving advice and information where needed, arranging for action to be taken when appropriate or by directing the caller to a person or organisation who can help them.
- 2.9** The 101 staff are fully trained on both Police and Council issues and trained to deal with police emergency and non emergency calls. This involves an extensive 13-week training programme but gives flexibility to deal with more serious issues which may be presented on the 101 line.
- 2.10** The 101 advisor coordinates a number of different responses either from the Police, Council or partners. The real added value of the service is that the advisor does the coordination on behalf of the caller rather than pass the caller from agency to agency to get the issue resolved.
- 2.11** The service is also able to provide intelligence and data regarding a whole range of issues and help identify hotspot where problems are occurring. This data is fed both to the Police and Council so that better resourcing of issues can be achieved.
- 2.12** The service has a real opportunity to be at the forefront for changing the way services are accessed and delivered. It is actively working with service providers from both the Police and Council to continually improve service delivery and is supporting the current out of hour's noise nuisance weekend response team pilot by taking calls to report issues and helping provide information and data to support the pilot.

3 Current Position

- 3.1** In November 2007 the Home Office announced that it was to withdraw funding to the 101 partnerships but encouraged all partnerships to continue. They agreed to support this by providing both the number and the national telephony infrastructure.
- 3.2** With the decision from the Home Office coming so late in the financial year this left very little time to explore options for the partnership and the service. Enough funding was secured to keep the service operational within Sheffield until March 2009, with a combination of exit funding from the Home Office and a contribution from Sheffield City Council.
- 3.3** The partnerships preferred option was to continue the service and if possible expand it to cover the whole of South Yorkshire.

- 3.4** This decision was based upon the success of the service, the extremely positive feedback received by users of the service and the desire to make this excellent service equally available to all citizens within South Yorkshire.
- 3.5** Work was undertaken with colleagues from Barnsley, Rotherham, Doncaster and the Police to try to establish a business case to continue the service in Sheffield and expand its coverage to the whole of South Yorkshire.
- 3.6** This has involved dialogue with Chief Executive's, officers, Members and the Police Authority to see if an acceptable model and costs could be developed.
- 3.7** Unfortunately we couldn't gain financial and political agreement for a South Yorkshire wide 101 service.
- 3.8** Therefore we were asked to look again at a viable business case to keep the service operating in Sheffield.
- 3.9** A new proposal was presented to the Police and Police Authority to look at securing the 101 service in Sheffield by financing the service in a different way.
- 3.10** This involved creating a new shared service with the police and not only retaining the successful 101 service but looking to transfer the handling of calls for 3 out of hours services from the Council to 101.
- 3.11** The 3 out of hours services identified provide telephone access to vulnerable adults, children and homeless people and are currently provided by Customer Services via the Councils Corporate Contact Centre.
- 3.12** Under the new shared service proposal we will transfer the call handling for these services to 101 to deliver on the Council's behalf. This not only gives an opportunity to redesign the way the services are delivered but will provide a more robust service by pulling upon the much larger pool of resource that 101 can offer out of hours compared to that of the Council's Corporate Contact Centre.
- 3.13** The services identified as part of the shared service also have synergies with the work of the police as to provide services to vulnerable adults, children and homeless people often also involves emergency services, and therefore we have a real opportunity to improve the coordination of responses for vulnerable people as well as share appropriate data and information which is often vital.

3.14 The outline proposal was presented to the Police's Senior Command Team and Police Authority and approval given in principal to shared service subject to the finances to support the shared service being agreed by Sheffield City Council.

3.15 Work has already begun to turn the outline proposal in to a project and an initial transfer date of June 09 agreed.

4 Benefits/Next Steps

4.1 The new shared service provides a cost effective way in which to keep the 101 service and all the benefits that this service provides but also provide a better value for money way in which to provide out of hours services. The shared service builds upon the existing partnership for 101 and the Home Office requirements. It also provides a short term tactical solution to out of hour's provision while the longer term customer service strategy for the council is developed.

4.2 A business case for the new proposal has been developed and we are working with finance to secure the revenue costs for the shared service and the one off implementation costs.

4.3 The governance for the shared service have been agreed and a Service Level Agreement to support the service is being worked on.

4.4 Staff affected by the service transfer have been informed as well as trade unions and reactions so far has been positive to the proposal and proposed changes.

4.5 Work will continue with colleagues from Barnsley, Rotherham, Doncaster to see if we could at some point in the future revisit the Partnerships desire for a South Yorkshire wide 101 service , but for now the priority will be to retain 101 and create the new shared service.

5 Summary

5.1 101 has in a very short time and with very limited publicity established itself as a credible alternative for people to report a whole range of issues relating to antisocial behavior, low level crime and issues affecting their quality of life.

5.2 The shared service proposal provides an opportunity to retain this successful service longer term.

5.3 It also provides an opportunity to provide better value for money in both retaining the 101 service and providing the 3 out of hours services

and potentially provides a saving of £110k. This is because it is better value for money to pay for the shared service than to pay for 101 and the out of hours services separately.

- 5.4** The new innovative shared service will also provide a platform for providing other out of hour's services in the future and again this will be revisited ,and potentially provide further efficiencies and improvements.

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